

The Care Chronicle

04.09.25

Company News

• Top Tips

September Edition

Care Control Presents

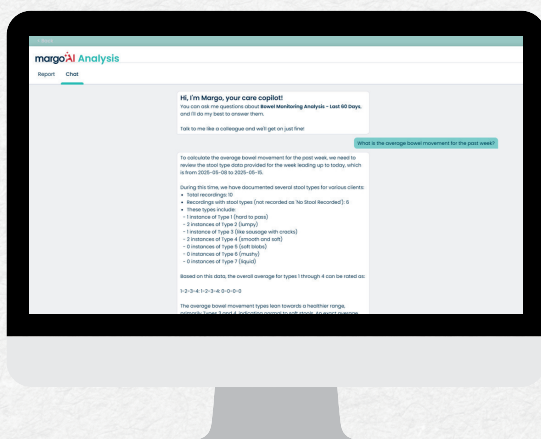
Your summer updates and insights!

Catching up on a busy summer:

It's been a while since we last caught up and so much has happened! Our summertime survey is complete and we can't wait to see who wins the £250 gift card. We've hosted another packed webinar, helping providers unlock more from Care Control. And for the third year running, we're proudly certified in a key area that really matters to you! And that's just the start, there's plenty more to share inside!



We've had some familiar faces return to Care Control! You might recognise them from our customer service team, and we're thrilled to have them back supporting you once again. Their knowledge and experience make a real difference, and we know you'll be just as pleased to see them as we are.



We've introduced some exciting new tools into Care Control Cloud, designed to make your day-to-day even smoother. You'll also notice some familiar favourites from the Windows system, now available in the Cloud. It's all about giving you more power, flexibility, and confidence in one place.

Our team continues to **grow!**

As our software continues to grow, we're committed to meeting your needs and providing you with the ultimate tool to deliver outstanding care.

Meet Sam,
our Quality
Assurance Tester

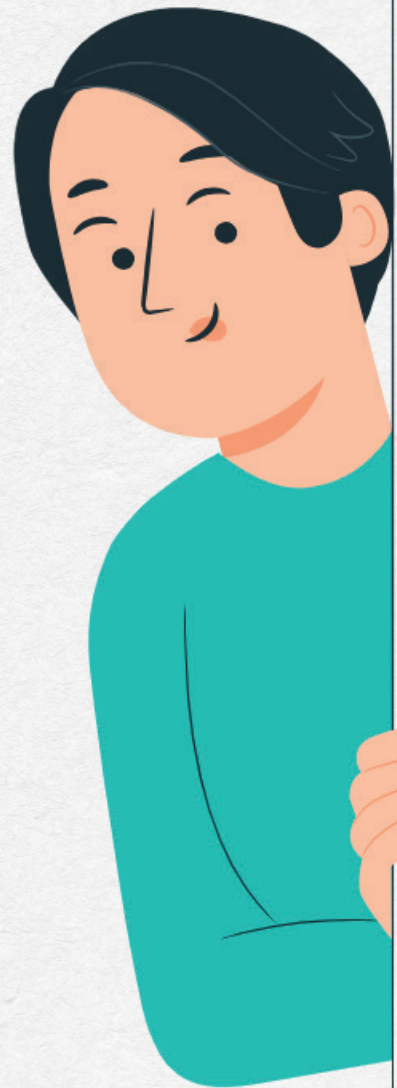


Sam has spent years working directly with people, building up great communication skills and a natural way of making others feel at ease. He's used to adapting quickly, solving problems and making sure people have a positive experience, no matter the situation.

After recently travelling around Thailand, Sam has come back with a fresh outlook, plenty of resilience and a love for connecting with people from all kinds of backgrounds. Now working as our Quality Assurance Tester, he brings that same customer-focused mindset into his role, making sure our systems deliver the best possible experience for every user.

Personal interests: Football (Liverpool), Politics and Taylor Swift!

Favourite Quote: Do a little more so someone else can do a little less!



It's an exciting time at Care Control! As our software grows, so does our team. We're thrilled to welcome new members who bring fresh energy and share our passion for simplifying care management and driving innovation. Together, we're committed to delivering the very best for care providers!

We are Cyber Essentials Plus certified, again!

It's another proud moment for the Care Control team as we achieve Cyber Essentials Plus certification **for the third year in a row**. This recognition reflects our ongoing commitment to the highest standards of security, keeping your data safe and giving you complete peace of mind.

Why it matters for care providers:

Cyber Essentials Plus isn't just a badge – it's a guarantee that your data, and the data of those you care for, is protected to the highest standard. In social care, where sensitive information is handled every day, security and trust are everything. This certification proves that our systems are independently tested, robust against cyber threats, and fully aligned with the expectations of regulators.

For care providers, it means greater peace of mind, stronger compliance, and the confidence to focus on delivering care, knowing your digital systems are safe.

Click here to learn more about Information Governance

Click here



Peace of mind for you!

With Cyber Essentials Plus, you can be confident that Care Control is protecting your organisation against common cyber threats. It means fewer risks, stronger data security, and the reassurance that you're working with a partner who takes protection seriously – leaving you free to focus on delivering great care.



Discover the power of Cloud Rota!

Our latest webinar is **designed for residential and residential supported living services**, showcasing how Cloud Rota takes rota management to the next level. With faster load times, a modern design, and a user-friendly interface, it's a big step forward from the Windows version, giving you a smoother, more efficient way to manage your rotas.

What to expect:

In this session, you'll see how Cloud Rota helps streamline workflows, save valuable time, and cut costs across your organisation. We'll also walk you through just how simple it is to make the switch, so you can start benefiting from Cloud Rota straight away.

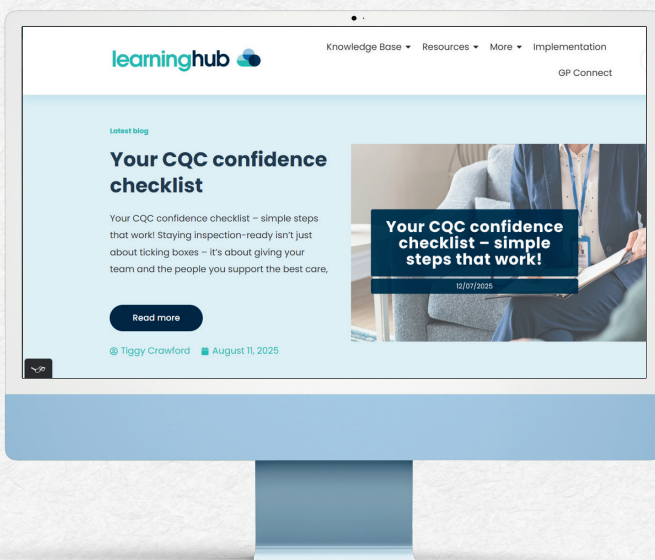
[Click here to explore the Webinar Hub!](#)

[Click here](#)



Did you know Care Control now has a **blog packed with insights?**

We've launched our brand-new blog page, and it's already packed with useful content. From getting your service inspection-ready with CQC to exploring whether you're using Care Control to its fullest potential, there's plenty to dive into. Why not take a look and see what's new?



Your next step to better care is one click away...

[Click here](#)



Get the inside scoop

Our Coming Soon page gives you a clear view of what's on the horizon for Care Control. Explore upcoming features, see early screenshots, and follow along as we refine the tools you use every day. We'll share progress updates, why we're building each item, and how it will help your teams deliver safer, smarter care.



Highlighting our favourite upcoming features

Take a look below at the two features we're most looking forward to coming to Care Control Cloud later this year! We'll highlight our favourite parts and how they'll help you provide smarter care.

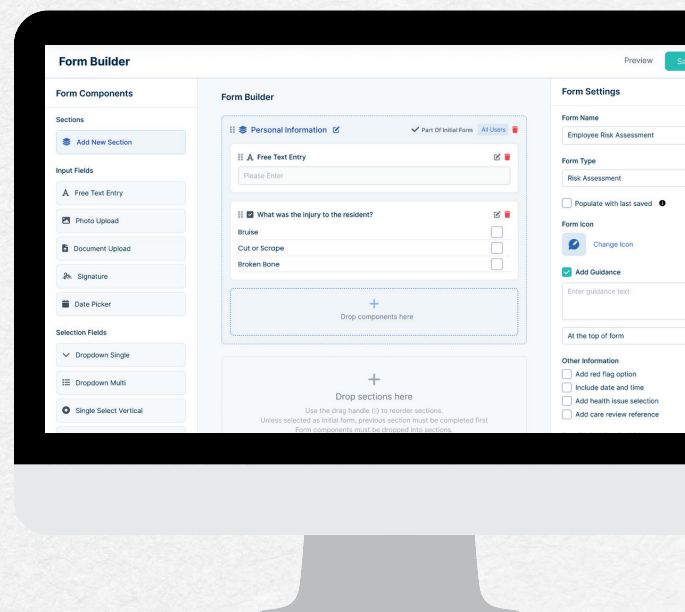
Multi Recording Form Builder

We're excited to announce that Care Control Cloud will soon support Multi-Recording forms. With our drag-and-drop builder and intuitive creation tools, you'll have greater flexibility and control in designing forms that capture multiple records at once. This update means less repetition, smoother workflows, and more efficient data entry for your teams.

Purpose T Recording

PURPOSE T Recording is a quick and reliable way to assess and record pressure ulcer risk. It guides staff through clear steps to capture essential details, from skin condition to mobility, ensuring nothing is missed. By standardising assessments, it helps teams save time, provide consistent care, and easily evidence decisions for compliance and quality checks.

Please note MargoAI Chat is a paid feature, you can learn more on our LearningHub.



See more of our
upcoming features

[Click here](#)



Cloud 3rd Line Tools

Our development team are aiming to finish 2025 with a major upgrade to Care Control Cloud: Organisational Management 3rd line tools. We've already released some features, but will be expanding upon these tools that are being designed to give you greater self-sufficiency giving you greater control without having to contact our support team.

MCA Template Transfer

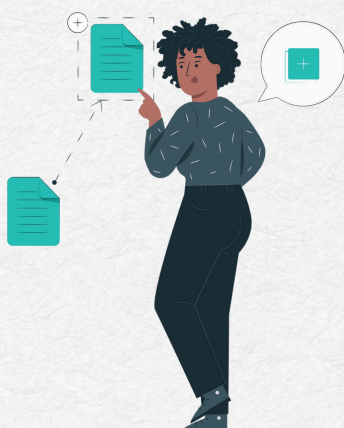
Easily move Mental Capacity Assessment (MCA) templates between services. This gives managers greater flexibility in applying consistent assessment tools across the organisation.

Training Courses Transfer

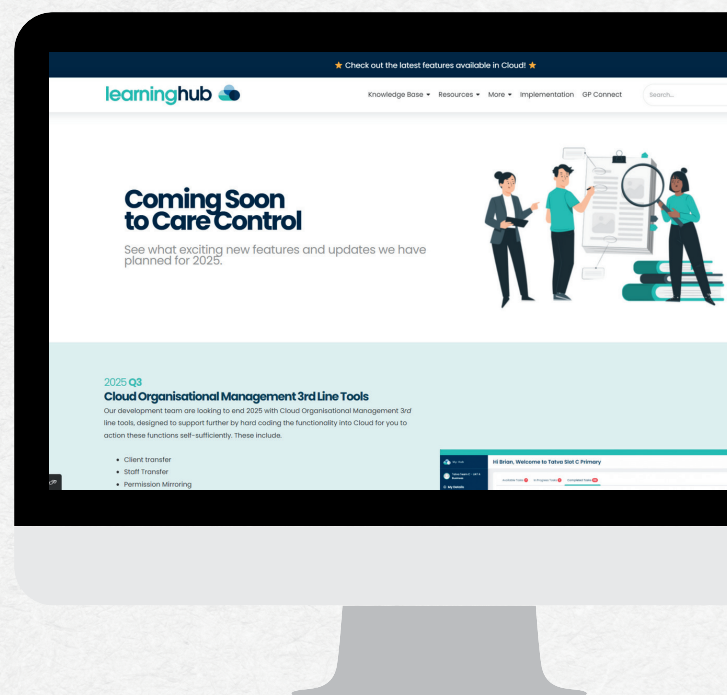
Share and transfer training course records and templates organisation-wide. This gives every service equal access to the same training materials, supporting compliance and staff development.

Generic Risk Assessment Transfer

Transfer standardised risk assessment templates across services, ensuring consistency in how risks are identified and managed. This helps strengthen safety processes and quality assurance organisation-wide.



This is just a taste of what's on the way. Our 3rd line tools will bring even more flexibility, efficiency, and control to Care Control Cloud. Take a full look on our Coming Soon page.



Customer Hub

The Care Control Customer Hub is our private, members-only Facebook group designed exclusively for organisations using Care Control. It's the place where you can stay connected, get early access to what's coming, and be part of shaping the future of Care Control.

Why Join the Customer Hub?

1. Be the first to know

Get exclusive first looks at upcoming features before they're officially released. You'll see what's on the horizon and how we're shaping the tools you use every day.

2. Stay in the loop

We share release notes directly in the hub, so you'll never miss important updates or improvements.

3. Take part in mini-campaigns

From sneak previews to themed updates, our mini-campaigns give you fun, focused insights into specific features and improvements.

4. Help shape Care Control

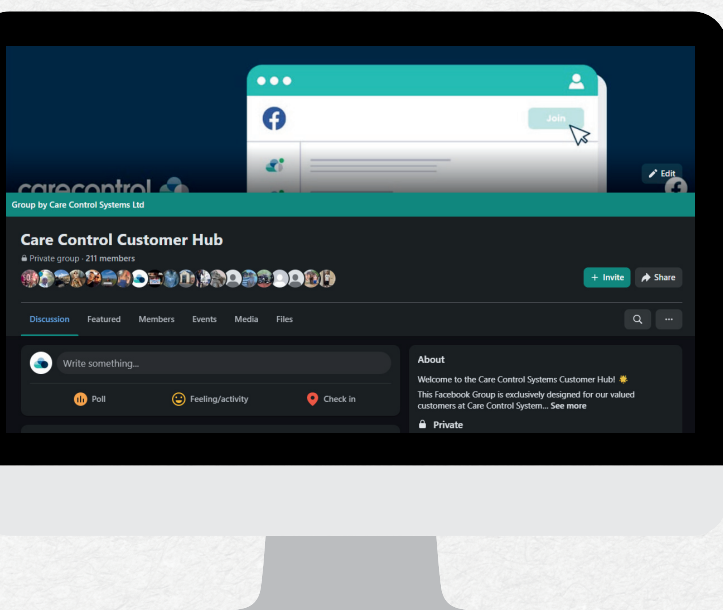
Your feedback matters. We regularly run surveys and polls inside the hub, giving you the chance to share your thoughts and directly influence development.

5. Connect with other customers

Join a community of fellow Care Control users, share best practices, and learn how others are using the system to deliver outstanding care.

What makes it special?

The Customer Hub isn't just another group. It's a closed, exclusive space where only Care Control customers can take part. That means every discussion, every insight, and every sneak peek is highly relevant to you and your organisation.



Join Today.



Support Desk **Top Tips!**

Our support team are experts in all things Care Control, equipped with the knowledge to guide you every step of the way. Whether you're using Pocket, Windows, or Cloud, they're here with expert tips to help you get the most out of the system and streamline your care management.

Features **you forgot you had!**

MargoAI helps
with your care
review domains

You can select to
**prompt for two staff to
record** (personal care,
bath, movements)

You can select to
**add prompt for
thicker** when adding
fluid monitoring

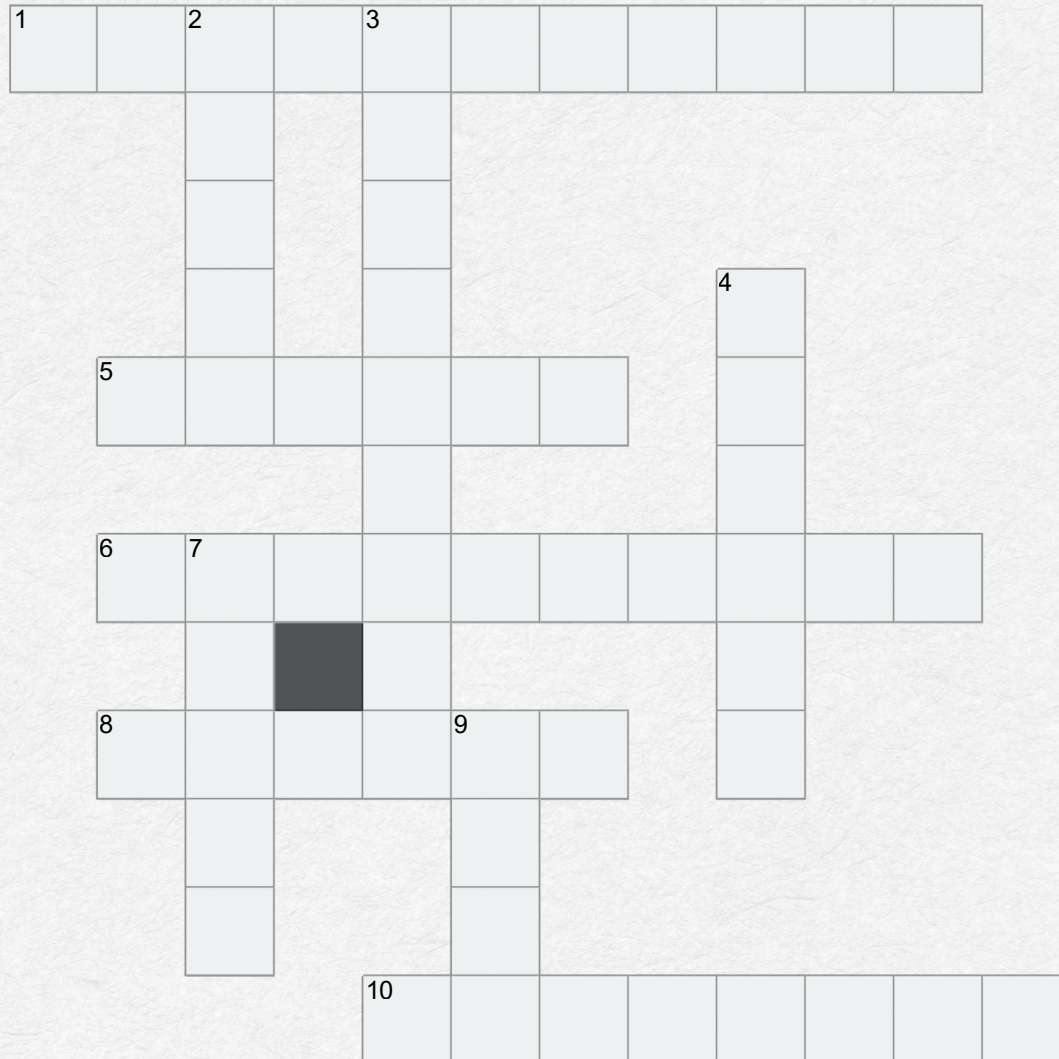
You can set an alert
for a SU fluid intake
target



With so many features available, it's easy to miss the tools that could make care management quicker and easier. That's where we come in.
Visit our Learning Hub for step-by-step guides and practical tips to help you get the most out of Care Control.

Take a break on us!

We want to give you a moment to unwind! Enjoy crosswords, and brain teasers designed just for you - because even the busiest care providers deserve a little downtime.



Across:

- [1] A type of Care Setting.
- [5] Version of Care Control for your mobile phone.
- [6] Engagements planned for residents' wellbeing
- [8] Schedule app that outlines staff shifts.
- [10] Process of educating staff on care procedures.

Down:

- [2] AI Assistant built in to Care Control.
- [3] Tool used to ensure all care tasks are completed.
- [4] Something tracked to monitor hydration.
- [7] Platform allowing web-based-access to Care Control.
- [9] Digital system for recording medication administration.

Quiz Corner

How well do you know your system? Circle your answers and see if you're a Care Control champion!

1. Which of the following is a newly released feature in 2025?

A) Sleep Tracker **B)** Margo Chat **C)** Meal Planner **D)** Risk Radar

2. What is the "V-Book" used for?

A) Vehicles **B)** Videos **C)** Visitors **D)** Volunteers

3. Where can you connect with other users?

A) Crosswords **B)** Facebook Group **C)** Logout **D)** Noticeboard

4. What colour is used for overdue tasks?

A) Green **B)** Blue **C)** Red **D)** Yellow

5. What is used to personalise hydration goals?

A) Meal Tracker **B)** Margo **C)** Handover notes **D)** Fluids Calculator

6. Where can you set permissions for different user roles?

A) Reports **B)** Settings **C)** User Manager **D)** Access Control

7. What can you use to perform bulk actions?

A) Bulk Wizard **B)** Bulk Witch **C)** Bulk Hagrid **D)** Bulk Gandalf

Answer Page!

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Riddle Answers:

- 1) B
- 2) C
- 3) B
- 4) C
- 5) D
- 6) C
- 7) A





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Designed and produced by Care Control Systems
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